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Scott Fordin

📖 *Technical writing & illustration*
🖥 *Online & inline help*
</> *Information architecture & design*

Services

- Technical documentation & illustration
- Training materials & courseware
- Technical articles & executive briefings
- Online & inline help systems
- Information architecture & design
- Screencasts & narration

Summary

Developer-oriented projects — For the past twenty years, most of my work has been on developer-oriented projects, including the following:

- Installation and configuration guides
- API references and code samples
- Tooltips and inline help integrations
- Product specifications and proofs-of-concept
- Product testing and deployment
- Runbooks, and troubleshooting procedures

End-user projects — I have also completed many projects for less technical audiences, including the following:

- User manuals & websites
- Context-sensitive online help systems
- End-user training materials and stand-up presentations
- Executive briefings, product summaries, and presentation graphics
- Magazine articles & photos

Development support — In conjunction with my developer-oriented and end-user work, I have provided development support on many projects, including the following:

- Creating documentation and graphics templates, primitives, and exemplars
- Developing information designs and tagging structures
- Defining editorial standards and guidelines
- Creating usability tests and UI designs
- Developing tools, macros, and utility scripts for other writers and developers
- Defining and maintaining Jira, Confluence, and SharePoint projects and spaces
- Working with export, legal, and trade authorities

For more information

The remainder of this résumé lists only my most recent work. Please see my website or contact me for samples and details about my older work — for example, at Kurzweil Computer Products/Xerox Imaging Systems, Project Software and Development, NuSphere Corporation, Torrent Systems, Thomson Financial, and Wang Laboratories, among many other clients.

Software tools

- **Writing:** Arbortext, Emacs, FrameMaker, FreeMind, LibreOffice, Notepad++, oXygen, Scrivener, SimpleMind, Sublime Text, TeXShop, TeXstudio, vi/vim, Word

- **Graphics:** Affinity Designer & Photo, Concepts, Focos, GIMP, Illustrator, Inkscape, Lightroom, Linearity Curve, Photoshop, PowerPoint, Procreate, Snagit, Visio

- **Audio & video:** Audacity, Camtasia, Ferrite, ffmpeg, HandBrake, Premiere, Reaper

- **Markup & tagging:** CSS, HTML, JSON, Markdown, SGML, TeX/LaTeX, XML, YAML

- **Content management:** Confluence, Drupal, GitHub, InDesign, SharePoint, WordPress

- **Source control & issue tracking:** CVS, Git, Jira, Perforce, Subversion

- **Scripting & coding:** Bash/KSH/ZSH, CGI, Java, JavaScript, Perl, PHP, Python

- **Containerized deployment:** Ansible, Docker, Helm, Kubernetes

- **Ab Initio:** Authorization Gateway, Co>Operating System, Co>Relate, Control>Center, GDE, Metadata Hub, Query>It, Technical Repository

- **Operating systems:** iOS, iPadOS, MacOS, Linux, Solaris, Windows

Experience

Ab Initio LLC   June 2011–March 2024

Lexington, Massachusetts
Technical documentation & illustration, information architecture, graphics tools, consulting solutions

- Embedded for five years (March 2016–February 2021) at JPMorgan Chase (JPMC) as part of several Ab Initio field-consulting and development teams
- "Loaned" to JPMC for a non-Ab Initio Sheltered Harbor project (emergency standards and protocols under the auspices of the US Treasury Department)
- Documented Ab Initio custom field-consulting solutions for various clients:
  - Ab Initio-on-Cloud Migration and Site Mover (Capital One)
  - Customer Interaction Platform (XL, Telkomsel)
  - Active>360 (XL, Telkomsel, Barclays Bank)
  - Co>Relate, Metadata-Driven Warehouse Platform, Productivity Pack (shared)
- Established an internal documentation graphics standards team:
  - Cataloged and analyzed over 4500 images from the then-current product documentation to assess effectiveness, inconsistencies, and workflows
  - Wrote PHP, KSH, CSS, and cron scripts to generate nightly and on-demand image galleries from nightly documentation builds
  - Configured and maintained several Apache application servers to host image galleries and graphics tools
  - Created Illustrator, Photoshop, and Visio templates, styles, stencils and primitives; developed Snagit Profiles, Quick Palettes, and Stamp sets
  - Wrote graphics standards and tools chapter for the internal Writer's Guide
- Documented portions of the Co>Operating System Configuration Variable Reference and Co>Operating System Component Reference
- Principal on the Control>Center documentation team through several releases

Oracle Corporation Feb. 2010–June 2011

Burlington, Massachusetts
Technical documentation & illustration, information architecture & tooling, German translation

- Documentation lead for the Web Space Server project
- Documented the first major releases of the commercial and open-source versions of the fully Oracle-branded GlassFish Server product
- Contributed illustrations and German localization of code samples for the Java EE 6 Tutorial
- Performed product assessments, workflow analyses, and provided tooling and script support as part of the Sun-to-Oracle transition team

Sun Microsystems *(salaried)* Mar. 1993–Feb. 2010

Burlington, Massachusetts
Technical documentation & illustration, multimedia authoring, information architecture & tooling, coding standards, German translation

- Led Sun's XML website for three years:
  - Developed overall information and site design
  - Wrote and illustrated more than twenty technical articles and executive summaries
  - Shepherded more than twenty new XML technologies through packaging, localization, copyright, and export control
- Contributor on various Worldwide Web Consortium (W3C) and Java Community Process (JCP) API specifications and draft proposals, including WSCI, JAXB, WSPL, XML Pipeline, Java Management Beans, StAX
- Awarded co-patent for inline help mechanism used in Solaris Management Console
- Founder and co-lead of Online Help Development and Technical Authoring teams:
  - Member of SGML tagging standards team
  - Developed corporate-wide style guides and SGML tagging structures
  - Wrote PHP and shell scripts to migrate document sources from FrameMaker to SGML and to automate document source management and production
- Documentation lead for Web Space Server project:
  - Wrote and illustrated documentation for open-source and proprietary products
  - Created and narrated several series of screencasts
  - Gave trade-show demonstrations
- Documentation lead for Sun Social software:
  - Wrote and illustrated product documentation
  - Created and narrated several series of screencasts
- Documentation lead for Java Compatibility Test Suite and TCK documentation sets for twenty-four individual Java technologies
- Designed and wrote online help systems and Web-based programming guides for Solaris Enterprise Manager, Solaris Management Console, Solaris DHCP Server, NT-NFS, SunPC

Louisiana Energy Services, National Enrichment Facility   *(contract)* **Jul.–Dec. 2006, June–Dec. 2007**

Eunice, New Mexico
German translation, technical documentation & illustration, courseware, content management

- Wrote German-to-English translations of technical whitepapers, specifications, regulations, facilities procedures, and legal correspondence on nuclear medicine, nuclear safety, accident planning, nuclear enrichment plant design and maintenance, building codes and regulations
- Wrote English summaries of German sources (abstracts, TOC, LOF, LOT) for fifteen nuclear enrichment plant, environmental, and health specifications
- Translated *UF$_6$ Compendium* (an introduction to uranium hexafluoride production and its roles in nuclear enrichment and reprocessing) from German into English
- Developed information architecture for company-wide Documentum implementation

Publications

- **"The Java EE 5 Tutorial"**; Addison-Wesley, 2006, 2008, 2010 (contributing author); ISBN-13: 978-0321490292
- **"The Java Architecture for XML Binding (JAXB) 2.0"**; Java Community Process (JCP) specification, April 19, 2006 (contributing editor)
- **"Web Service Choreography Interface (WSCI) 1.0"**; World Wide Web Consortium (W3C) Note 8, August 2002 (contributing author, editor)
- **"XML Pipeline Definition Language Version 1.0"**; World Wide Web Consortium (W3C) Note 28, February 2002 (contributing editor)
- **"Wabi 2: Opening Windows"**; Prentice-Hall, 1996 (wrote, illustrated, designed; named a "Best Book of 1996" by *Unix Review* magazine, June 1997); ISBN-13: 978-0134616179
- **"Visual distress signals"**; *SAIL* magazine, December 1980, Volume 11, Issue 12 (writing and photographs for article about safety flares and other visual distress signals)
- **"Cross-Atlantic Yacht Race"**; *Nikon World* magazine, January 1977, Volume 9, Number 3 (photographs for article about transatlantic sailboat race)
- **"A Seaman They Called 'Young Boy'"**; *Long Island Newsday* magazine, April 25, 1976 (photographs and was interviewed for article about transatlantic sailboat race)

Education

- **B.A. English, Tufts University**
  - Minor focuses in Engineering Sciences and Fine Arts
  - Completed five Independent Studies (Tufts credits) through Boston Museum of Fine Arts School: Animation, Choreography (x2), Painting (x2)
  - Fulfilled University Language Requirements in German and Spanish